

# 慈惠月報

## The Philanthropy Monthly

聖雅各福群會  
St. James' Settlement



一三年二月份 FEB 2013

網址 Website: [www.thevoice.org.hk](http://www.thevoice.org.hk)



社工的話  
Social Worker's Remark

## 再辛苦也是值得的！

要一個服務能成功運作，真是感恩各方面的支持，我們的服務是全港性地為長者服務的，那裡有需要，我們一眾義工就會跑到那裡作出幫忙。

事實上，以《長者家居維修服務》為例，在只有一位服務同工負責下，協調超過300多名義工團隊的運作，處理每月超過100個案的轉介，要工作能順利運作，解除貧弱長者的家居安危，是不易的；當中還要抽空處理最基本的行政工作，如財政運作，並定期填寫報告向捐款人士及基金交待，工作的繁重，真是難以言喻。

儘管同工在難以抽身的情况下，仍堅持不斷走訪香港、九龍和新界不同的轉介機構如地區長者中心、鄰舍長者中心、綜合家庭服務中心、醫院、房屋署、復康組織等。為甚麼還要這樣做呢？

理由是我們並不忍心在獲得社會各界的支持下，有些貧老因不認識我們的服務而得不到改善生活的機會，要每天仍戰戰兢兢地生活在不安全的環境中，這是我們萬分不希望看見的。走訪地區機構的另一目的，就是讓各區的社工更能與我們的不斷發展同步，助他們更清楚認識我們的服務和資源，以及各區貧困長者的需要，在各方面有限的資源下，為貧老提供最大的效益。

由於這樣形式的走探工作，已成功地為不同地區的貧老，以項目形式提供服務，如去年為蘇屋邨、元洲邨、紅磡邨新居入伙的長者，提供入伙前家居安居維修；之後再走到牛頭角下邨。舊區方面有順天邨的更換水龍頭工程，樂華邨及勵德邨地板失修和電力工程維修，還有從四方八面轉介來的長者家居安全的維修工作等等。

事實上，得到義工們進入各區為貧老改善家生活環境，使無依長者可安居於社區，縱使我們再辛苦也是值得。

## Worth for our Effort

We wish to thank all parties involved in leading the success of our Charity Projects. Our services target all elderly in Hong Kong and our volunteer team will go wherever help is required.

Taking our "Elderly Home Maintenance Services" for an example, we have only one person in charge; and he has to coordinate a 300 plus volunteer worker team, handling over 100 referral cases per month. It is by no means an easy task in streamlining the operation, enhancing the home safety for the elderly. Also, he has to handle the fundamental administration paper work, resolving financial issues and providing regular reports for the donors and funding parties, which undoubtedly involves a huge work load.

Though being subject to such tight working schedule, our worker still takes time in visiting different referral organizations all over Hong Kong, such as DECC, NEC, IFSC, hospitals, Housing Department, rehabilitation centers and etc. Why?

The simple reason is that we want our service to be known to the elderly, not to deprive any one of them the opportunity of home living improvement given by community support. Another objective in making such visit is to work closer with different referral organizations, providing them with clearer understanding of our services and the needs of the poor elderly in different areas. All the effort aims to bring maximum benefit to the elderly with our limited available resources.

All in all, the betterment of home living environment of the helpless elderly in various districts has been worthy of the hard work put in by our volunteer workers.

Through this kind of visit, we have provided different services for poor elders in different districts. For example, we have provided home maintenance services for elders moving in new public housing estates, such as Un Chau Estate, Lower Ngau Tau Kok Estate and etc. Apart from the new public housing estates project, we also take care of the old public housing estates by maintaining the water tap for Shun Tin Estate, repairing the flooring and electricity for Lok Wah Estate and Lai Tak Tsuen and etc. Of course, there are still other cases referred by different social workers.



## 你的善施助藥房可惠澤社群 讓老夫婦感受不幸中的大幸

兩個人相愛，並能相愛到老，在今時今日的社會已經是罕有，更何況是老伴患病，在無兒無女可依靠下，自己仍無怨無悔地繼續照顧對方。這份不離不棄，全因當初許下的一個承諾：「無論將來發生任何事，我願意一直留在你身邊……」

何氏夫婦兩人年齡相差至少十年，兩夫婦的感情卻沒有因著年齡的關係而疏離，相反，何太覺得丈夫比自己大足足十年以上，感覺更安全和幸福。

一向以來，發生任何事都是兩夫婦共同面對，如今何先生因曾經輕中風後需要服食薄血丸，身體的不適和額外藥物的支出，令兩老感到十分無助。

「醫生話醫院沒有這種藥，要自己出去買，我曾經去附近藥房問過，嘩幾百蚊，好貴呀！就算我地食緊綜援，政府又不會補貼，我地邊會有錢買？！」負責何先生的社工知道他們的情況，就轉介來本會「惠澤社區藥房」購買薄血丸。

「我地兩老共同生活左大半世，咁風風雨雨都係共同面對。」何生手執太太的手一邊說，一邊情深地望著身邊的太太。淚水，一直停留在兩老的眼眶內，沉默的對望。「沒想到勞碌了一生，老來仍要令太太生活得咁徬徨……好在找到『惠澤社區藥房』幫了我地一把，社會人士上有一班熱心人對我地D老人家咁好，我地好感激。」

2009年本會成立首間「惠澤社區藥房」，為一眾承擔自費藥物貧困者提供藥物資助或減免，令不幸人士有錢醫病，在絕望冰冷的路上，送上希望和溫暖！



## Your Support to Philanthropic Community Pharmacy Help Old Couple in Straits Feel Relieved

Nowadays, not many people can keep their promise to love their spouse throughout their life, not to mention when their spouse is having health problems and they have no offspring to turn to. "Whatever lies ahead, I will always be with you ....." With this commitment made back in their old days, Mrs. Ho has been taking care of her husband devotedly and never thought of deserting him.

Mrs. Ho is younger than her husband by more than 10 years; however, there is no age gap between the couple. On the contrary, Mrs. Ho feels secured and blissful having a husband much senior than her.

They have been all along facing their lots hand in hand. Now, Mr. Ho needs to take anti-clotting drug on a long term basis after having a minor stroke. Feeling unwell and the medical expenses worry the couple who feel helpless about what they are confronting.

"Doctor asked us to get the medicine by ourselves as it is not on the Government Drug Formulary. I tried to get it from a nearby pharmacy and found that it is very expensive. It costs a few hundred dollars! We are living on CSSA, how can we afford it without government's subsidy?!" The Social Worker who is taking care of the couple then referred them to our Philanthropic Community Pharmacy for the purchase of the medicine.

"We have been together for decades and have faced all challenges in life." said Mr. Ho holding his wife's hand while looking at her tenderly. The old couple looked at each other in silence with tears in eyes. "I worked hard all my life, but still my wife when aged has to lead a life with so much worry..... Fortunately, we got the Philanthropic Community Pharmacy to help us. We are very grateful for the warm-hearted fellows in society who render their concern for the elderly."

The Philanthropic Community Pharmacy was first established in 2009 with the aim of helping those poor who cannot afford medication by offering them the medicine they need at a much lower price or with sponsorship. This is our very wish that we can bring hope and warmth to people struggling in their harsh life situation longing for help desperately.

「惠澤社區藥房」為很多像何氏夫婦一樣需承擔自費藥物的貧困者送上希望和溫暖。

"Philanthropic Community Pharmacy" brings hope and warmth to many poor patients who are in the same situation of Ho's couple baring heavy burden of the self-paid medicine.

## 腎癌逼中年漢入絕路 盼善長施善驅病保命

人生上半場，勞力讀書，投身社會，賺錢建立自己家；到了人生下半場，大家期望多是穩定生活，子女順利踏入社會工作，計劃退休生活，放下勞碌，享受人生。雖然看來順理成章的人生，但卻並非人人都能按著這預計的程式走下去。

郭先生，剛50出頭，育有2名子女，生活雖不是富足，但算過得去。可惜2008年郭生不幸被証實患上腎癌，從此他和他的家庭起了很大的變化，大大小小因著這個絕症，生活得很艱難和痛苦。郭生原本接受化療治病，但效果不是太理想，終於在2011年開始接受標靶治療，藥費高達二、三十萬，幸得志願機構的幫助，郭生的藥費才可以大大減低，不過，這幾年他已用花十多萬治療有關的腎癌。

大家不難想像，對於收入低微、餐搵餐食餐餐清的郭生來說，錢從何來？從不借貸的他，很無奈地向銀行借貸支付藥費，最終弄致債台高築。

直至最近，郭生求助於本會的藥房「贈藥治病計劃」，原來本身服食的標靶藥物已經不適合郭生了，醫生建議他購買另一種標靶藥，剛好本會藥房對這款藥物有資助，原本高達二萬五千元一個月的藥費，現郭先生可以以每月七千七百元服用，減免費用約七成。雖然如此，每月為服藥要支出近八千元，現時他們月入一萬元左右，未計屋租、燈油火蠟、食物支出和雜費，根本入不敷支。

郭生和太太每次都是帶著沈重的腳步來到藥房，繳付藥費的錢都是太太從銀行借貸而來的。為保住丈夫的命，太太已盡了力，他心裡只有一個希望，就是丈夫能早日康復。盼各善長捐款支持「贈藥治病計劃」，幫助這個在黑暗中活著的家庭，與他們共同對抗病魔？善款數目不拘，支票抬頭請書寫：「聖雅各福群會」，支票背面註定：「贈藥治病計劃」。施善查詢：2835 4321或8107 8324。



## Middle-Age Kidney Cancer Patient Seek Help for Survival

First half of people's career is to first study diligently, work hard, then earn a living and bring up a family. When comes to the second half, most of their wishes is to settle down for a steady and peaceful living with children growing up and start working, then plan for their retirement, leaving their burden behind and to enjoy life. However, such a logical and ordered pattern is not always fulfilled in life for all.

Mr. Kwok, who is just over 50, has two children. Though not rich, their living is alright. Unfortunately in 2008, he was confirmed to have kidney cancer which has caused tremendous upset and hardship to his family as it is a deadly disease. He initially had chemotherapy but the result was unsatisfactory. Then in 2011, he started taking target treatment and the medical bill was something like two to three hundred thousand dollars. Luckily with support of the non-profit organization, his medical bill was dramatically reduced. Nevertheless, it still costs him more than one hundred thousand dollars over the years.

You can imagine with his humble income, barely making ends meet, where could he get the money? He never borrows loan from the bank; but now, he reluctantly did so. Worse still, he ends up with heavy debt.

Recently, he seeks help from the "Medical Subsidy Program" of our pharmacy. As the original target medication is no longer appropriate, the doctor suggested him to buy another one, which fortunately enough that our pharmacy has subsidy. Original cost for the medication reaching twenty-five thousand dollars a month can be purchased by him at seventy-seven hundred dollars, roughly a seventy percent discount. Nevertheless spending close to eight thousand dollars a month on medication, not to mention house rental, utilities, food and sundry items, is simply well beyond the means of their family monthly income of around ten thousand dollars.

Mr. Kwok and his wife come each time with heavy footsteps to our pharmacy paying for the medication with money she got from the bank loan. She has tried her very best to keep her husband alive, only wish for his early cure and recovery. We are now calling for donation from you, benevolent people, to support our "Medical Subsidy Program" in helping this poor family living in the dark fighting the disease together. Any amount will help. Please send cheque beneficiary "St. James' Settlement" with remark of "Medical Subsidy Program" at the back. Donation hotlines: 2835 4321 or 8107 8324.

很多匱乏病人對每月需支付的昂貴藥物開支均愁眉不展。  
Many patients with financial difficulties are worried about the expensive medical expenses.





## 讓我取暖的暖風機

## The Heater Gives Me Warmth!

「我身體好差，天氣一轉冷氣管變得很敏感，呼吸不暢順，一到冬天我就變成醫院的常客。」接近70歲身體瘦弱的趙伯伯，患有多種長期疾病，尤其以氣管疾病最令趙伯困擾。「人窮都算了，又生來富貴病，天氣冷些都會病。我間屋向北最當風，自己食綜援，就算想買部暖爐取暖都好困難了。」

"When the temperature drops, my bronchial tubes will get sensitive and I will feel hard to breathe. That's why I am a frequent visitor at the hospital during winter," said the 70-year-old Uncle Chiu. Among all the chronic diseases he had, Uncle Chiu found his chronic bronchitis most disturbing. "The social security allowance is my only income. My housing unit faces north, so I will get sick every time the temperature gets down. I don't have the money to buy a heater."

趙伯伯未婚，與同樣未婚的妹妹同住。家家有本難唸的經，過往的恩怨讓趙伯伯與妹妹關係疏離，即使居於同一屋簷下，也沒有兩句話。「生活上我們各顧各，尤如獨居一樣。我間房向北，冬天寒風很猛烈。不開窗空氣不流通，我呼吸又會好困難，真的好難過。」地區社工擔心健康每況愈下的趙伯，承受不起寒冷，希望為趙伯申請一部暖風機，讓室內環境保持溫暖，不會因而受寒生病。

Uncle Chiu and his sister are both unmarried and they share the same housing unit. However, their relationship has long been chilled and they never talk to each other. "We are just like unacquainted singletons living together. My room faces North, during winter the cold wind from the north is killing me. But I still have to keep windows open to ensure good ventilation in the room; otherwise, I will have trouble breathing." Worrying about the health condition of Uncle Chiu, the community social worker filed for him an application for a heater, in the hope that this would help to make him less prone to illness.

「送暖行動」計劃了解到趙伯伯急需暖風機，翌日派出義工將暖風機到戶帶到趙伯的家中。「個天對我好好，善心人送上一個好咁我用既暖風機，暖風吹出來讓我感到很舒服，手腳都能長期保持溫暖，多謝善長的無私關懷！」趙伯伯沒想到在孤苦無依的晚年，仍有善心人士這般的關心自己，送上趙伯可足夠取暖的暖風機，這窩心的安排，讓趙伯卸下擔心冷病的重擔，安心的渡過寒冬。

As the organizer of "Warmth Giving Action", we sent our volunteers over to deliver a heater to Uncle Chiu once we had his application in our hands. "I am so blessed, these kind people sent me a heater! With this heater, I can now keep my hands and feet warm. I have to thank the donors and benefactors for their altruistic care!" Uncle Chiu has never expected that there would be so many kind-hearted people who would care for a woeful old man like him. This heater is going to keep him warm in the harsh winter and free him from the worries of getting sick.

同樣感受到善長照顧的鄭伯伯，自喪偶後獨力照顧生活上所需，依靠微薄的綜援金過活，要額外花幾百元購買暖風機取暖，他實在不捨得花費。「我身體差，血液循環不佳，手腳長期冰冷麻痺。還好社工好關心我，知我的情況後用立刻向『送暖行動』計劃求助，得知善長為我送上一部功能完善的暖風機，讓我可以放在床邊取暖，真係開心得流下淚來。」

Uncle Cheng was equally overwhelmed with gratitude. Since his wife died, he took care of his own self. A CSSA recipient himself, he did not have the money to spare for a heater. "My blood flow is poor, so my hands and feet are always cold and I feel numb in my limbs. The social worker cared for me very much and referred me to the "Warmth Giving Action" for assistance. From the program, I got a full-functioned heater. I have thankful tears in my eyes every time I think about the warmth I can now enjoy by the side of my bed."

趙伯伯和鄭伯伯再三感謝善長的無私關懷。「送暖行動」不分區域界限，全方位為匱乏長者送上溫暖，讓他們得以感受社會大眾對他們的關愛，正是計劃的最終目標。「送暖行動」今年讓600名匱乏長者和病患者受惠，全靠善長無私大愛的關懷奉獻，能夠感受到人間有情，陪伴他們走過貧病交加的晚年。

Again Uncle Chiu and Uncle Cheng wanted to express their gratitude to the benefactors. "Warmth Giving Action" program is organized with an aim to make a difference to the lives of the elderly in poverty in our society and let them feel they are being cared for. Thanks to the support from the benefactors, up to 600 elderly and chronic patients in poverty have received assistance from the program this year. Your donations and concern for the needy elderly are going to help relieving the miseries they face in their remaining lifetime.



「有左個暖風機，給我送上溫暖，不再害怕受寒生病。」  
"With this heater, I don't have to worry about getting cold easily any longer!"



「讓我取暖的暖風機，我今個冬天都是靠他渡過了，多謝善長的慷慨關懷。」  
"The heater gives me warmth, I have been staying by this heater throughout the winter. I want to say 'Thank you' to the donors and benefactors for their generosity."



我們需要你的捐助  
We Need Your Donation



一三年二月份  
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## 伴我快樂的電視機

「我患有癌症，化療後抵抗力很差，只能留在家中休養身體。」獨居於柴灣公屋邨的林伯伯，依靠綜援維生，沒能與家人聯絡的他，一直都依靠自己照顧生活所需。「一個人對住間屋，靜下來我就會重複諗點解自己老年得病，無人無物，好唔開心！」為免自己胡思亂想，林伯伯一起床便會打開電視機，屋內能有聲音陪伴自己，感覺也那不會那麼冷清孤寂。

上個月天氣轉潮濕，住近山邊的林伯家中濕氣尤其較重，電視突然「啪」一聲，畫面聲音全部消失，林伯按掣多次也不能啟動電視。「我真係好徬徨，無左部電視，即係唯一既人生樂趣都無埋。一日二十四小時對住四面牆，我點過日子？」

根據資料顯示，舊膽管電視機若滿鋪塵埃，回南天時便會容易受潮引致短路；而殘破電視機引來的家居意外，在這春暖潮濕的回南天裡，尤為顯著；因此，地區社工了解到林伯的情況，立即向「電器贈長者」計劃求助，希望能盡快為林伯伯尋得一部性能良好的電視機，避免林伯胡思亂想影響其情緒狀態，以致不能專心養病。「電器贈長者」計劃獲得善長的慷慨捐助，翌日為林伯送上一部14吋的電視膽機，並獲得義工師傅協助運輸和進行安裝調台工作，讓林伯可即時收看節目。「我真係好驚喜，無諗過咁快。電視可說是我生活的一部份，沒有它的陪伴，真係渡日如年。善長的慷慨，為我建造了快樂和幸福，真係好感激！」

像林伯的個案，正正也是眾多輪候的10多位長者真實故事。一部性能良好的21吋或以下電視，正是眾多長者的「快樂良伴」，讓不能外出的他們也可擁有的娛樂，助他們擺脫苦悶枯燥的生活。聖雅各福群會「電器贈長者」計劃，呼籲社會熱心人士慷慨捐助，以集腋成裘的方式，捐助 \$500 為長者購置電視，又或是捐出使用5年以下，21吋或以下性能良好的電視機，為他們的生活添上一點色彩，帶來希望的娛樂。施善聯絡：香港灣仔石水渠街85號一字105室，或致電熱線：2835 4321 或 8107 8324。網址：www.thevoice.org.hk。



## Television Brings Me Happiness

"I have cancer. Since my resistance has got poorer after chemotherapy, I have to rest at home," said Grandpa Lam. He lives alone on CSSA in a Chai Wan Public Housing unit. As he failed to contact his family members, he has no one to look after him except himself. "I keep wondering why I am afflicted with illness at an old age. When I am tied down within the walls of my home, I feel so unhappy because I have no relatives or friends." Grandpa Lam switches on the TV as soon as he gets up in order to stop himself from dwelling on negative thoughts. He doesn't feel so lonely once he gets companionship from sounds produced by the TV programs.

Last month the weather became humid, it got more humid for Grandpa Lam since he lives near the hillside. All of a sudden, the TV set stopped functioning with a loud "Bang!". Grandpa Lam couldn't turn it on again even if he pressed the button several times. "I felt so helpless. Without the TV set, I lost the only joy I had in life. How can I go on with my life if I have only the walls to look at the whole day?"

According to statistics, if the old style TV sets are covered by dust, it's easy to have short-circuit in humid weather. The number of accidents caused by dilapidated TV sets on warm and humid days is substantial. After the regional social worker learnt of Grandpa Lam's situation, he sought help from the EAE Program. He hoped that he could find a new TV set for Grandpa Lam so that he wouldn't think negatively which might affect his health condition. The EAE Program gave Grandpa Lam a 14-inch TV set the following day with benefactors' generous donation. Volunteers assisted in delivering, installing and channel adjusting. As a result, Grandpa Lam had programs to watch instantly.

"I was amazed. I didn't expect a new TV set could be installed so soon. TV is part of my life. A day seems a year to me without it. The generous benefactors brought me happiness and luck. I am grateful."

Grandpa Lam's story is a true reflection of ten elderly on the waiting list. A new TV set of 21-inch or below is a "happy companion" for many elderly. It gives them entertainment when they can't leave home and keeps them from boredom. St. James' Settlement's EAE Program calls for caring people of our society to donate generously. Donate \$500 to buy a new TV set. Alternatively, donate a set 21-inch or below that has been used for less than 5 years. A TV set brings colour to an elderly's life. It is entertainment that brings hope as well. For details, please kindly contact Room 105, 1/F, 85, Stone Nullah Lane, Wanchai, Hong Kong. Donation hotlines: 2835-4321 or 8107-8324. Website at www.thevoice.org.hk.

「善長贈送的電視，為我帶來了快樂，讓甚少外出的我擁有唯一的娛樂。」

"A television set by donor brings me happy. This is the only entertainment for me as I seldom go out."



## 不用擔心被爛地板 絆倒！

「長者家居維修服務」所服務的長者都是依靠綜金或有限的積蓄生活，他們是經濟欠佳或低收入的一群，生活捉襟見肘，很多時便忽略或無奈承受家居環境陷阱所帶來的危機。

李婆婆獨居的石硤尾邨屬於舊區，大部份都屬舊樓，而其所居住的樓齡亦達15年，入伙當時鋪砌的膠地板亦有不少鬆脫及蹺起，容易絆倒發生危險，李婆婆對此擔心不已，惟無力負擔更換地板之費用。其後區內社工於接觸李婆婆期間了解到情況，更轉介至本服務跟進。工作人員往探訪李婆婆以了解地板破損情況，李婆婆謂：「都年幾前開始鬆同埋爛，之後爛吓又一塊，爛吓又一塊，冇錢整唯有自己小心啲。」

其表示工作人員家訪時鬆脫之地板較申請時爛多了，工作人員細數亦達三十多件地板破爛，分別呈現鬆脫、爆裂、崩爛情況，但取走爛件有機會被其他地板所絆倒，畢竟地板亦有一定之厚度，遂臨時為其用膠紙封妥，安排訂購材料及約義工協助。

義工到訪李婆婆當日便很快地檢查寓所內地板，主要是通道位置損爛，遂分兩區進行修整，為了效果較美觀（即使使用相同型號編號地板，因舊地板已使用多時，難免與新地板顏色有分別），將兩部份各以方形分區，方便更換亦較整齊美觀。而李婆婆在地板修整後亦向義工表示謝意，並讚賞：「整得好靚好快手呀！唔駛擔心會地板會踢腳囉！」而是次維修之費用得賴新界崇德社捐助，李婆婆對此亦表示十分感激有心人的幫助。



## Free from Worrying Being Tripped by Torn Floorboards

Our "Elderly Home Maintenance Services" chiefly serves elderly who live on the CSSA or limited savings. They are either financially restricted or the low income group. They struggle to make their ends meet. Normally they are very frugal where food is concerned. Very often, they neglect or have to put up with probable danger caused by household traps.

The Shek Kip Mei Estate where Grandma Lee lives by herself belongs to the old area. Most of the buildings are old. The building she lives in is 15 years old. In her unit, many parts of the vinyl flooring laid at that time had got loose or even dislocated. That's dangerous since the occupant could easily trip over and fall. Grandma Lee was very worried but she couldn't afford the cost of laying new floorboards. After the social worker of her district learnt of her situation, he referred her case to St. James' Settlement's Elderly Home Maintenance Services. The staff of St. James' Settlement visited Grandma Lee to better understand the condition of the torn flooring. Grandma Lee said, "More than a year ago, the floorboards began to get loose and rot. Gradually one piece after the other went rotten. I just try to be careful not to get tripped over as I have no money for repairs."

Later she remarked there were more torn pieces at the time of the visit than at the time of application. The staff counted and found over 30 pieces which were disconnected, busted or chipped. The staff realized that Grandma Lee could be tripped over if he removed the torn floorboards. So he sealed them up with adhesive tapes. He then arranged to purchase necessary materials and find volunteers for assistance.

The day the volunteers visited Grandma Lee, they quickly examined her flooring. Most of the floorboards on the path where Grandma Lee moves about were damaged. The volunteers laid new floorboards in 2 divisions in order to give a more uniform finishing. Both divisions were laid with square floorboards of the same model number. Since the old flooring had been used for a long time, there was bound to be a difference in color shade even the same model number of floorboards were used. In this way, it was made easier for future laying of new floorboards and it produced a tidier and more uniform outlook. Grandma Lee thanked the volunteers after the installation was completed. She said, "You were so quick and you did a great job! I won't worry about getting tripped over anymore!" And the cost of the materials was donated by Zonta Club of the New Territories. Grandma Lee was grateful to the kind benefactors' help.

材料費上漲，幸得新界崇德社的捐助，資助地板費用，才可去除李婆婆的家居陷阱。

The cost of materials has gone up. Luckily, with the donation of Zonta Club of the New Territories, Grandma Lee's household trap was removed.





## 垃圾屋

## Houses of Junk

垃圾處理問題，無日無之，同時，垃圾屋問題仍不時刊現報章雜誌。垃圾屋問題可能是有關住戶不懂收拾整理家中物品，且沒有棄置不用物品以至「積少成多」，或者有收集癖好，不過收集物品為大部份市民「避之則吉」的「廢棄物」或「垃圾」，部份住戶或會受病患影響。垃圾屋問題於東南亞以至其他歐美先進國家亦有出現，反映出物質豐富的國家亦會有這類情況。

白婆婆原與母親同住，母女二人舉目無親，相依為命，雖然生活艱苦但生活尚穩定，惟母親去世後便白婆婆便出現收集雜物的行為，家中堆積的雜物如山，大部份雜物均為他人棄置的物品。單位內的雜物堆積至天花底高，令單位內僅餘狹小空間可供活動，但堆放雜物亦衍生出環境衛生及家居安全問題，最後甚至被刊於報章新聞報導中。

幸好白婆婆之個案由社工跟進，而白婆婆亦同意把單位內的雜物清理及由社工安排維修單位設施，而白婆婆暫居安老院。經「長者家居維修服務」社工上門評估後，連同兩位義工師傅幫助白婆婆分別維修全屋的電力裝置，包括拉電線及安裝光管，另外進行了天花剷灰及重鋪地板。由於單位超過三百尺，義工師傅用了差不多兩天時間完成。

面對著社區垃圾屋的問題，原因有很多，除了個人習慣外，許多時都有心理的因素，所以，在處理這類個案的時間，需要有更多的諒解和與轉介社工的配合。由於他們並不容易接納被別人執拾或改動家居環境及設施，所以當他們一旦接受服務，我們必須在個案「變心」前安排工作，時間很多時來得特別緊張！

一直以來我們都間有接到垃圾屋的個案申報，由於這類個案的家居工程需要較多物料，尤其是涉及水喉喉管及電力工程維修項目，背著經濟的壓力下，我們都盡量希望幫到這類不易被外人進入到自己空間的個案。從這個角度理解，「長者家居維修服務」不單只是一項普通的家居維修工程服務而已，而且更是挽救孤單者心靈的關懷行動！

Rubbish handling is a common problem and is often reported in newspapers and magazines. The problem of House of Junk may perhaps be associated with that residents do not know how to keep the house neat and tidy; also to accumulate unwanted articles that should have been discarded or indulged in collectives. Such collections are dodged by most people as "disposable" or "rubbish", or perhaps some of these households have been affected by sickness. "Houses of Junk" issue also appears in Southeast Asia, developed countries in Europe and USA, reflecting that the problem has also been appeared in materially rich countries.

Granny Pak used to live interdependently with her mother as they lack kin to turn to. Living though tough but was peaceful. However, since the death of her mother, her behaviour changed. She started gathering stuffs, mostly junk discarded by people and stacks them ceiling-high in the house. Such act left just a little movable space for her and the stuff also created hygiene and safety problems, which even eventually be reported by the news media.

Luckily Granny Pak's case was followed up by the social worker and she agreed to have her home clean up, allowing facility maintenance arranged by the social worker while she moved temporarily to an elderly home. After evaluation by the social worker who is responsible for Elderly Home Maintenance Services, two master technician volunteers were sent to work separately on rewiring the unit's entire electrical system and installing fluorescence lighting; fixing the ceiling and relaying the flooring. As the unit is more than 300 square feet, it took them almost two days to finish.

There are many reasons for "Houses of Junk". Apart from individual habit, there is always mental factor behind. Hence, handling such cases takes time and requires more understanding and close cooperation with the referral social workers. As it is not easy for these cases to accept others in cleaning up their home or altering their living environment and facilities, we must act fast before they change their mind again.

We have all along been receiving occasional reported cases on house of junk. Such home maintenance services need rather more materials, especially those involving water piping and electricity.

Under tremendous economic pressure, we will try our very best to help those who only reluctantly accept intrusion into their living space. From this angle, Elderly Home Maintenance Services is not merely general home maintenance service but rather a caring act to rescue the soul of the loner!



重鋪地板及加裝電力工程後，白婆婆可重返居所。  
With new flooring and additional electrical installation, Granny Pak can go home now.



## 祝福《松柏之聲》

尊敬的謝總編：

您好！聖誕快樂！

感恩 貴會在經濟拮据、無政府資助的艱困時刻，仍堅持將《松柏之聲》辦下去，免費寄予讀者，在囚的我亦受惠多年，而沒一毫的回饋，真的問心有愧，不知何日能答謝 貴會的恩賜。

貴會一心為長者社群服務，助人為樂的精神，實使人敬仰。尤其上一任陳老總，帶著病之軀仍堅持工作，服務社群，怎不令人感動呢？希望他早日康復，幸福愉快！永遠的祝福他！也希望 貴會今後能得更多善長仁翁資助，繼續將《松柏之聲》辦得有聲有色。

現值12.12.12世紀的大好日子，讓我們共同祝禱：世界和平，人民安寧！

並恭祝您：安康愉悅，幸福美滿！

貴會財源廣進，長做長有！

讀者 李XX敬上

XX監獄

## Best Wishes to “The Voice”

Dear Ms. Tse, Editor of The Voice,

Merry Christmas!

I am most grateful for SJS's persistence in publishing “The Voice” and distributing it to readers free of charge despite difficult circumstances and lack of government subsidy. I am a prison inmate who has enjoyed the benefit of the publication for many years without paying back. It pains me that I don't know when I can return the kindness.

SJS's dedication to serving the elderly and helping people is admirable. Particularly, one cannot but be moved by Mr. Chan, your former editor, who served society while suffering ill health himself. I wish him a speedy recovery and a happy life! May he be blessed forever! I also hope SJS will receive more generous donations, and continue to publish “The Voice” in a lively manner.

Today is the 12th day of the 12th month in the year 2012. It is a good day of the century. Let us all pray for peace on earth and a peaceful life for all!

Let me also wish you good health and happiness, and SJS prosperity to perpetuate its operation.

Reader,

Lee XX

XX Prison, Hong Kong





## 你的無私，我的溫暖

感動香港，不辭勞苦，為貧苦老婆婆增溫暖，樂在老婆婆心內。

感激聖雅各福群會黃先生，他的電話XXXXXXXXX，和一位中年男士，他們用落班後時間幫我。他倆廢寢忘食，為我換門鐘（火警不怕）、換水喉洗手盆、不銹鋼扶手器（因我已跌過）、裝慳電膽，和一位小姐用自己休息時間來送暖問候，還關心我的糖尿病（尿片、奶粉）。我無雪櫃，他們也一齊關愛我，送上雪櫃，真正雪中送炭。有得用了，他們一齊送上及時雨。感激他(她)們關愛老人，多謝他們，我特意投上他(她)們一票作為感動香港傑出人物選舉，感謝！感謝！

陳婆婆，七十二歲，家住XX。好人好事應嘉獎，發揚光大，繼續努力，他(她)們關愛老人，我畢生難忘，熱淚盈眶了！

我不知他(她)們的名字，請表嘉獎！

## Your Selflessness Warms Me

The trouble you take to bring warmth to an old lady delights her heart and moves Hong Kong.

My thanks to Mr. Wong (a young man), phone number xxxxxxxx, and a middle-aged gentleman, who have helped me out during after-work hours. They have foregone meal and rest to change my door bell (so that I need not dread a fire), replace the basin in my bathroom, equip me a stainless steel handrail (because I have fallen before), and install energy-saving light bulbs for me. I also thank a lady who visits me in her spare time and takes a concern in my diabetic condition, bringing me diapers and milk powder. Together they also gave me a refrigerator, as I did not have one. They are truly friends in need. I am grateful to them for the care and concern they have given to an elderly person like me. As an expression of my thanks, I vote for them as outstanding personalities who move Hong Kong.

Grandma Chan, 72, lives in XX: Good people and good deeds should be commended so that they can flourish and continued effort will be made. I shall never forget the concern they take in this elderly person. It brings tears to my eyes.



## 「長者家居維修服務」 有何為，有何不為？

**問：**從社工口中知道你們有專為失聰人士而設，比坊間一般買到的性能特別好的門鐘，我倆老不是吃綜援，但老公嚴重失聰，請問可以幫我地安裝這特別的門鐘嗎？

**答：**從事老人服務的工作員上門探訪一些有失聰的長者，每每出現拍門而不應的情況，縱使長者打開了門，但若眼望不到及的地方，始終未能順利讓訪客入門。故此，本會「長者家居維修服務」與工程師研究了一款專為失聰人士而設的「閃燈門鐘」，經過多年不斷的改良，現時的「閃燈門鐘」可以調較光度和聲量外，亦把從前的發光裝置由燈泡改為LED燈，省電又耐用之餘更加安全。

「長者家居維修服務」是為60歲以上、獨居兩老、領綜援或低收入人士而設，通常合資格的長者，均可免材料費，由義工三行師傅上門為他們提供服務。不過，「閃燈門鐘」這設備較其他工程特別，因為坊間沒有類似裝置適合嚴重失聰人士，所以，就算他有能力亦未必可在其他地方買得到。故此，有需要人士，就算不合乎經濟審核條件，亦可以親臨本會購買，負責職員會講解「閃燈門鐘」的特性及使用方法，長者或其家人則自行找電工師傅安裝。查詢電話：2835 4318。

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**問：**我是何伯，今年已經70歲，在公屋單位住了超過25年，天花石屎及廚房的牆身瓦仔都出現剝落情況，你們可以找人來幫我修理？

**答：**何伯，你的家居情況實在需要找師傅幫忙維修，否則容易發生意外，由於石屎剝落工程較為複雜，或牽涉結構性問題，應向房署申報，待他們派出工程人員跟進。另廚房牆身瓦仔剝落，要視乎工程大小，在許可下情況下可以嘗試把有關脫落或有潛在危險的瓦仔取走，避免突然倒下(剝落)造成意外。由於服務是靠捐款維持，所以，服務是不包括粉飾工程，而所有申請人必須有地區社工轉介，社工先上門了解實際情況，並進行經濟情況查核，然後再向我們作出申請。

## Elderly Home Maintenance Services What Service is Offered and What is Not?

**Q:** A social worker told us you have a door bell for the deaf which is much better than what is available on the market. My husband and I do not live on Comprehensive Social Security Assistance (CSSA), but his hearing is seriously impaired. Can you install this special doorbell for us?

**A:** Social workers visiting elderly people who are hard of hearing often get no response when they ring the doorbell. Even when the elderly person opens the door, he may not see the visitor and consequently does not let him in. In view of this, our Elderly Home Maintenance Services collaborated with engineers to develop a "Flash Light Door Bell for Deaf" for the hearing impaired. After years of improvement, the "Flash Light Door Bell for Deaf" now has controls for adjusting the brightness of the light and the volume of the ring. Its light bulb has been replaced with LED, which not only saves electricity but is also more durable and safer.

The Elderly Home Maintenance Services are for single persons and couples aged 60 and over, who live alone and subsist on CSSA or a low income. Qualified elderly persons don't have to pay for materials used, and are served by volunteers who make house calls. But the "Flash Light Door Bell for Deaf" is an exception. Nothing is available on the market that suits the seriously deaf as effectively; it cannot be obtained elsewhere even when money is no concern. Therefore anyone who needs it can come to our office to buy one, though he may not meet our financial assessment requirements. Our staff will give an explanation of the characteristics and usage of the "Flash Light Door Bell for Deaf". The elderly person or his family members can then hire an electrician to install it. For enquiry, please telephone 2835-4318.

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**Q:** I am Uncle Ho. I am 70 years old. I have lived in a public housing unit for over 25 years. The concrete on the ceiling and tiles in the kitchen are falling off. Can you send people over to repair them for me?

**A:** Uncle Ho, repairs are really necessary in your case; you can easily have an accident. But work on concrete falling off is complicated and may involve structural problems. You should report it to the Housing Authority and let their engineers follow up on the matter. As for the tiles in the kitchen, it depends on how extensive the work is. If circumstances permit, we can try to remove the loose and potentially dangerous tiles, so that they won't fall off suddenly and cause an accident. Because our services are supported by donations, they do not include painting or whitewashing. Also, all applicants must be referred to us by a district social worker. The social worker will first make a house call for an understanding of the actual situation, and conduct a financial assessment, before filing an application with us.

## 電話錄音追蹤獨居長者 新服務避免失救慘劇

聖雅各福群會在過去接觸到很多獨居長者，大多擔心自己一人在家失救，又或發生類似黃大仙獨居老人猝死家中無人知悉，直至滲出血水，始被樓下單位住戶發現的慘案，因而推出全港首個無憂通電聯關顧服務，透過每天定時真人錄音，以電話形式聯絡長者的系統，作出主動追蹤關顧，以關懷長者的獨特需要。

參加服務的獨居長者在接過系統定時撥出的電話後，只要簡單按數字鍵作出回應，該會便可辨別其安全狀況。有關紀錄並即時在電腦上出現自動製成報表，負責職員每天兩次查看，便可順利追蹤他們的安危。

### 沒回應即上門跟進

一旦獨居長者沒有回應系統，職員便會啟動緊急支援機制，及早追尋他們的下落，有需要時甚至會作出上門跟進；若發現獨居長者入院，更會盡快安排義工或職員探望，進一步為他們提供協助。負責計劃社工岑智榮表示，現時全港約有30萬的獨居長者，當中有很多缺乏支援的獨居長者乏人關顧，亦不懂得如何尋求協助。隨著人口趨老齡化，長者人數比率將不斷增加，預計無依及獨居長者的問題亦將漸趨嚴重。

岑智榮說：「很多長者並不是懼怕死亡，而是擔心死了沒人知、死得沒有尊嚴。故此，我們期望透過有關服務可讓長者報平安，使其獲得即時適切的協助及關顧，並減輕他們的心靈壓力。」

參與服務的七十多歲董伯伯亦表示：「我患有肝癌，曾經常在想萬一在家中一睡不醒的話，會否無人知曉？現透過無憂通，得到每日的關顧，萬一先行一步，我也無憂了！」

無憂通電聯關顧服務費用全免，有需要的獨居無依、缺乏支援的長者、甚或長期或晚期病患者可致電2835 4384或6770 2767向聖雅各福群會查詢或登記。



## “No Worry Link” for Elderly Living Alone The New Service that Saves Lives

St. James' Settlement remains in contact with many elderly living alone. The majority of them worries about what would happen in the event that they have an accident at home. They wish to avoid the likelihood of a serious accident or death going unnoticed. The telephone service of “No Worry Link” eases this worry and provides reassurance.

The elderly who joined the Service receive a daily phone call. The recipient is required to key in a simple code in response in which case the Centre then know that the participant is safe and trouble free. The response is automatically recorded through the computer system and the data is then generated onto a consolidated report which will be reviewed by staff twice a day.

### Scheduled Visits Where No Response is Received

If the staff does not receive a response from an elderly participant, the staff will initiate an emergency procedure to ascertain why the individual failed to provide a response and staff may even visit to ensure they are safe. In the event that the participant is sick or has been hospitalized, the staff will arrange volunteers to visit and to provide support or assistance. Mr. Sham Chi Wing, the social worker in-charge of the Service, concluded that there are 300,000 elderly living alone and that most of these lack family support and assistance. They have limited options if in need and Mr. Sham confirmed that the number of elderly living alone will increase as the aging population in Hong Kong rises. Many elderly are not afraid to die but are very concerned about dying in an undignified fashion. Through the No Worry Link program, participants will receive support and assistance when required.

Mr. Tung, who is over 70 years old and joined No Worry Link, said, “I suffer from liver cancer. I used to worry that I might die at home alone and unnoticed; but since joining the program, this is no longer a concern.”

No Worry Link telephone service is free of charge. This service is for elderly living alone and other under-privileged elderly. For enquiries or registration, please call 2835 4384 or 6770 2767.





# 參與行善之方法

## How to donate in these Programs?



本人/本公司樂意  單次捐助 /  每月捐助 \$ \_\_\_\_\_ 以贊助及支持

- |                                    |   |                                     |                                    |
|------------------------------------|---|-------------------------------------|------------------------------------|
| <input type="checkbox"/> 贈藥治病計劃    | <input type="checkbox"/> 電器贈長者計劃  | <input type="checkbox"/> 家居醫療用品支援計劃 | <input type="checkbox"/> 病患者藥療輔導服務 |
| <input type="checkbox"/> 診病交通費支援計劃 | <input type="checkbox"/> 專科專藥補助計劃 (燃點希望計劃、補血寶愛心、乙肝援助防病行動及慢性阻塞性肺病家居支援行動) |                                     |                                    |
| <input type="checkbox"/> 送藥到戶服務    | <input type="checkbox"/> 營養福袋   | <input type="checkbox"/> 惠澤社區藥房     | <input type="checkbox"/> 家居維修服務    |
| <input type="checkbox"/> 到戶理髮服務    | <input type="checkbox"/> 電費助貧弱計劃  | <input type="checkbox"/> 外展體檢計劃     | <input type="checkbox"/> 後顧無憂規劃服務  |
| <input type="checkbox"/> 閃燈門鐘      | <input type="checkbox"/> 《松柏之聲》   | <input type="checkbox"/> 健康推廣活動     | <input type="checkbox"/> 以上任何一項    |

捐款人姓名/公司：\_\_\_\_\_ 寄件編號(如有)：\_\_\_\_\_

地址：\_\_\_\_\_ 聯絡電話：\_\_\_\_\_

捐款方法：

劃線支票 (抬頭「聖雅各福群會」)

銀行：\_\_\_\_\_ 支票號碼：\_\_\_\_\_

以信用卡捐助 ( VISA  MASTER)

信用卡號碼：\_\_\_\_\_ 信用卡有效日期：\_\_\_\_\_ (月/年)

持卡人姓名：\_\_\_\_\_ 簽署：\_\_\_\_\_

銀行入數紙 (善款可存入聖雅各福群會於下列銀行戶口)：

匯豐銀行：002-5-224247 或 恒生銀行：388-558645-001 或 東亞銀行：514-10-30561-7

(請在適當位置加上✓號)

敬請在支票背後或銀行入數紙寫上所捐賜之「慈惠服務」，連同捐款者之姓名及地址擲寄本會地址，或將銀行入數紙傳真至本會，FAX：3104-3635，俾本會可奉上謝函以及收據，以供閣下用作**扣除稅額**之用。謹此致謝。

I / My company would like to contribute (  one-off /  monthly ) \$ \_\_\_\_\_ to support

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Medication Subsidy Program   | <input type="checkbox"/> Electrical Appliances for the Elderly Program | <input type="checkbox"/> Home Use Medical Equipment Support Program |
| <input type="checkbox"/> Pharmaceutical Care Service for Patients Project   | <input type="checkbox"/> Patients Travel Subsidy Plan                  | <input type="checkbox"/> Nutritional Baggie For the Weak            |
| <input type="checkbox"/> Philanthropic Community Pharmacy <input type="checkbox"/> Specialty Medication Assistance Program (Light Up The Life Program, Precious Blood Precious Love, Anti-hepatitis B Action and Chronic Obstructive Pulmonary Disease Home Support Scheme) |  |   |
| <input type="checkbox"/> Medication Delivery Services   |  |   |
| <input type="checkbox"/> Elderly Home Maintenance Services  | <input type="checkbox"/> Home Haircut Services                         | <input type="checkbox"/> Power Subsidy - Ailing & Handicapped       |
| <input type="checkbox"/> Outreach Physical Examination  |  |   |
| <input type="checkbox"/> Funeral Navigation Services  | <input type="checkbox"/> Flash Light Door Bell for Deaf                | <input type="checkbox"/> "The Voice" Monthly Elderly Magazine       |
| <input type="checkbox"/> Health Promotion Activities  |  |   |
| <input type="checkbox"/> General use  |  |   |

Donor / Co's Name : \_\_\_\_\_ Mailing No. : \_\_\_\_\_

Address : \_\_\_\_\_ Phone No. : \_\_\_\_\_

Donation Method :

Crossed cheque ( Payable to "St. James' Settlement" )

Bank : \_\_\_\_\_ Cheque No. : \_\_\_\_\_

By Credit Card (  VISA  MASTER )

Card No : \_\_\_\_\_ Expiry Date : \_\_\_\_\_ (MM/YY)

Card Holder's Name : \_\_\_\_\_ Signature : \_\_\_\_\_

Bank deposit (Please deposit donations to St. James' Settlement's Bank A/C):

HSBC: 002-5-224247 or Hang Seng Bank: 388-558645-001 or Bank of East Asia: 514-10-30561-7

\*Please check off your method of payment.

\*Please kindly indicate the name of the Program / Service that you donate at the back of the cheque or bank receipt slip.

Please ensure that the bank receipt slip is returned along with your name and address to us via mail or fax at 3104-3635.

A tax return receipt will be issued with respect to your donation for **tax deduction** use. Thank You for your support.

### 查詢及網址：聖雅各福群會

聯絡人：謝文慧女士  
電話：2835-4321 / 8107-8324  
傳真：3104-3635  
電郵：thevoice@sjs.org.hk  
網址：www.thevoice.org.hk  
地址：香港灣仔石水渠街85號1樓105室  
義務設計：黃志文先生  
翻譯義工：梁達仁 黃秀琼 辛秀麗 祈慕潔 胡友玉 陳美玉 彭祖康  
友情印刷：平偉印務有限公司

### Inquiry and Website : St. James' Settlement

Contact Person : Ms. Tse Man Wai  
Telephone No. : 2835-4321 / 8107-8324  
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Friendly Printing : Ping Wai Printing Co., LTD.

行善事 命運改。

Do good deeds to improve your luck.